

Job List

Dashboard

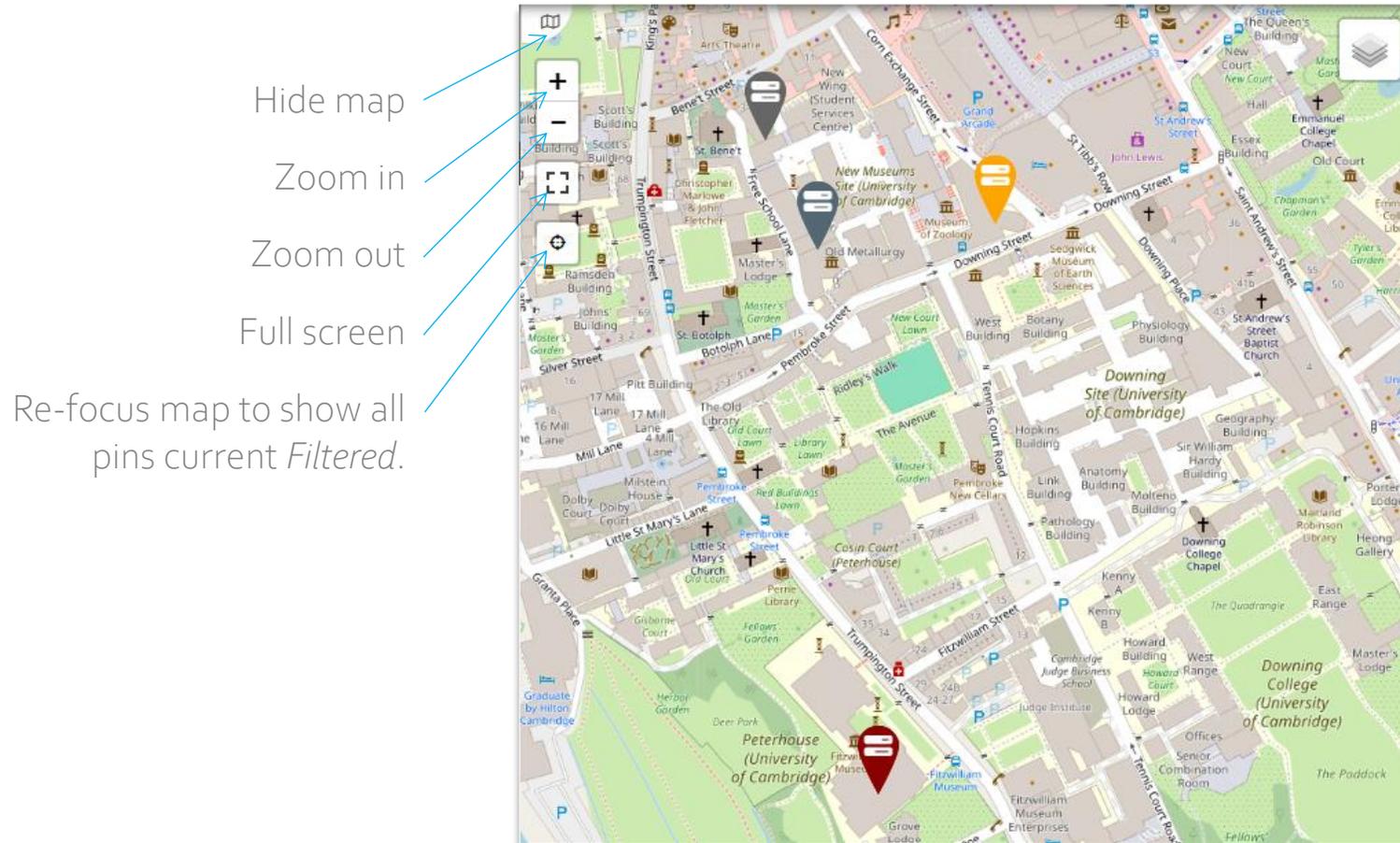
Map view

Filters

Job summaries

The screenshot displays the 'Job Manager' interface for the University of Cambridge. At the top, the University of Cambridge logo is on the left, and 'Job Manager' with a 'Filter Settings' icon is in the center. On the right, a user profile for 'Mike Fish' is shown. Below the header is a dashboard with several colored boxes representing job counts: 'Jobs' (960), 'Attention' (+611), '8 - PPM' (0), '1 - Emergency' (2), '2 - Urgent' (118), 'Approaching failure' (95), 'Failed SLA' (651), and 'Stale' (215). A dropdown menu is open, showing 'Showing all work in progress Jobs' and a search bar. Below this are tabs for 'Job List', 'Team Diary', and 'Job Calendar'. The main area contains a list of job summaries, each with a wrench icon, job ID, category, location, team, and date. The first job is 'JOB19172: Heating, Ventilation, AC > Radiators > Radiators - Fault' by the 'Mechanical' team on 24 Jan 10:30. The second is 'JOB19171: Heating, Ventilation, AC > BMS - Fault' by the 'BMS Team' on 7 Jan 10:27. The third is 'JOB19170: Electrical > Lighting > Lighting Issues/Faults' by the 'Electrical' team on 24 Jan 10:26. The fourth is 'JOB19168: Heating, Ventilation, AC > BMS - Fault' by the 'BMS Team' on 7 Jan 10:25. The fifth is 'JOB19167: Plumbing & Drainage > Urinal > Urinal - Flush Mechanism Faulty' by the 'Mechanical' team on 7 Jan 10:25. To the right of the job list is a map view of Cambridge, showing roads, landmarks like 'Northstowe' and 'Cambridge City Airport', and a search bar. A scale bar at the bottom of the map shows 3 km and 2 mi. The map is credited to 'OpenStreetMap'.

Job List – Map View



Hide map

Zoom in

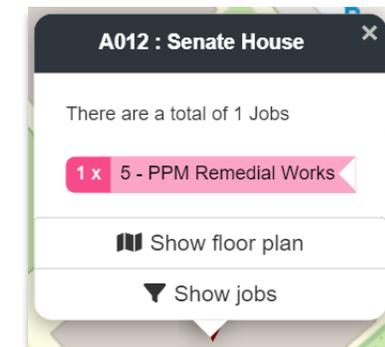
Zoom out

Full screen

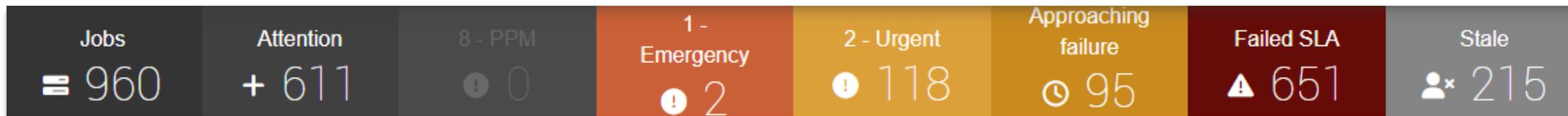
Re-focus map to show all pins current *Filtered*.

Pin colours match the colour of the highest priority *Job* within that building.

Click on a pin to see *Jobs* in that building:



Job List – Dashboard



Number of Jobs in requiring action to progress

Number of Jobs of different type / priority

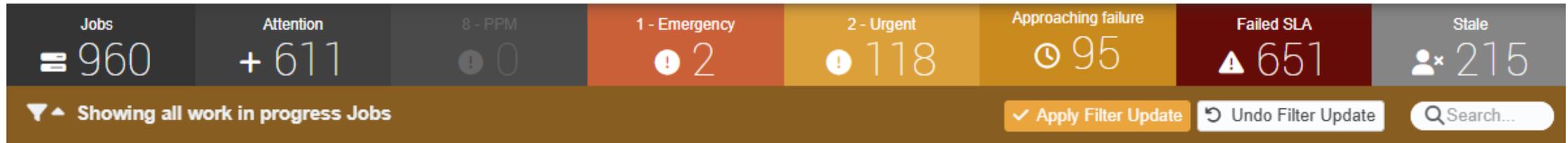
Approaching SLA limit

Overdue Jobs

Jobs complete but not closed, or without recent action

Note: The counts within the Dashboard refresh as Filters are changed.

Job List – Filters



Click on a tile, then **Apply Filter Update** to show only that category of *Jobs*.

Click this icon to open the *Filters Panel* ...

Job List – Filters Panel

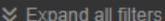
UNIVERSITY OF CAMBRIDGE Job Manager  Filter Settings

Jobs 5 Attention +5 4 - Routine - Specialist 5 5 - PPM Remedial Works 0 Approaching failure 0 Failed SLA 2 Stale 1

2 filters applied    Search...

All jobs Open jobs **Attn. required** Outstanding Specific date/range Yesterday Today Tomorrow Scenes

Buildings	Job type	Job priorities	Job statuses	Resources	Agents
<input type="checkbox"/> F130 : Laundry Farm Blocks A-C 1	<input type="checkbox"/> Maintenance jobs 5	<input type="checkbox"/> 5 - PPM Remedial Works 8	<input type="checkbox"/> Open 5	<input type="checkbox"/> Stephanie Tolhurst 1	<input type="checkbox"/> Ewa Bali 2
<input type="checkbox"/> Q045 : Ely University Library Storage 1	<input type="checkbox"/> Job categories	<input checked="" type="checkbox"/> 4 - Routine - Specialist 5	<input type="checkbox"/> Unassigned 5	<input type="checkbox"/> Aaron Foster	<input type="checkbox"/> Stephanie Tolhurst 2
<input type="checkbox"/> K011 : ADC Theatre 1	<input type="checkbox"/> Quoted Works 1	<input checked="" type="checkbox"/> 7 - Minor Works 5	<input type="checkbox"/> Failed SLA 2	<input type="checkbox"/> Adam Burnett	<input type="checkbox"/> Nika Dirbakova 1
<input type="checkbox"/> A011 : The Old Schools 1	<input type="checkbox"/> Follow On Job	<input type="checkbox"/> 8 - PPM 1	<input type="checkbox"/> 4 more 1	<input type="checkbox"/> Adam Gayford	<input type="checkbox"/> Kazeem Olubayo
<input checked="" type="checkbox"/> 17 more 1		<input checked="" type="checkbox"/> 5 more 82	<input checked="" type="checkbox"/> Beacon Severities	<input checked="" type="checkbox"/> 17 more	<input checked="" type="checkbox"/> 5 more
<input type="checkbox"/> Campus/Sites		<input type="checkbox"/> Criticalities	<input type="checkbox"/> Warning 1	<input checked="" type="checkbox"/> Labour Classes	<input checked="" type="checkbox"/> Teams
<input type="checkbox"/> A - Old Schools 1		<input type="checkbox"/> Not set 5	<input type="checkbox"/> Critical	<input type="checkbox"/> Service Provider 3	<input type="checkbox"/> Bower Fuller 2
<input type="checkbox"/> C - Scroope House 1		<input type="checkbox"/> Function Critical		<input type="checkbox"/> Unknown 2	<input type="checkbox"/> Estate Division 1
<input type="checkbox"/> F - North West Sector 1		<input type="checkbox"/> Mandatory		<input type="checkbox"/> Internal	<input type="checkbox"/> Test Service provider - All sites 1
<input type="checkbox"/> K - NorthCity 1		<input type="checkbox"/> Discretionary		<input type="checkbox"/> Occupier	<input type="checkbox"/> Unassigned team 1
<input checked="" type="checkbox"/> 6 more 1		<input checked="" type="checkbox"/> 1 more			<input checked="" type="checkbox"/> 22 more



It is recommended to click 'Remove all filters' before beginning.

Click  when finished, then close filters using .

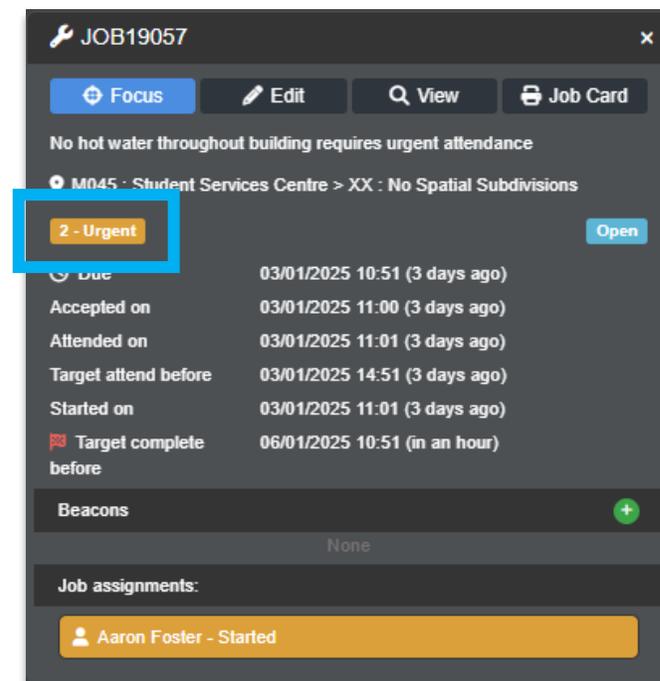
Job List – Job Summaries and Job Panels

Priorities & SLAs



Priority	contain before	attend before	complete before
1 – Emergency	1 hr		1 day
2 – Urgent		4 hrs	1 day
3 – Routine		7 days	14 days
4 – Routine – Specialist		7 days	21 days
5 – PPM Remedial			30 days
6 – Proactive			30 days
7 – Minor Works			90 days
8 – PPM			per schedule

days =
working
days



Job List – Summaries and Job Panels

Job Type



Reactive



Planned



Follow on

 JOB19057: Heating, Ventilation, AC > Calorifiers
M045 : Student Services Centre > XX : No Spatial Subdivisions
 Mechanical 1
 6 Jan 10:51 Open

 JOB19057 x

[Focus](#) [Edit](#) [View](#) [Job Card](#)

No hot water throughout building requires urgent attendance

 M045 : Student Services Centre > XX : No Spatial Subdivisions

2 - Urgent Open

 Due	03/01/2025 10:51 (3 days ago)
Accepted on	03/01/2025 11:00 (3 days ago)
Attended on	03/01/2025 11:01 (3 days ago)
Target attend before	03/01/2025 14:51 (3 days ago)
Started on	03/01/2025 11:01 (3 days ago)
 Target complete before	06/01/2025 10:51 (in an hour)

Beacons +

None

Job assignments:

 Aaron Foster - Started

Job List – Summaries and Job Panels

Job Ref

JOB19057: Heating, Ventilation, AC > Calorifiers

Mechanical

6 Jan 10:51

1

Open

JOB19057

Focus Edit View Job Card

No hot water throughout building requires urgent attendance

M045 : Student Services Centre > XX : No Spatial Subdivisions

2 - Urgent

Open

Due	03/01/2025 10:51 (3 days ago)
Accepted on	03/01/2025 11:00 (3 days ago)
Attended on	03/01/2025 11:01 (3 days ago)
Target attend before	03/01/2025 14:51 (3 days ago)
Started on	03/01/2025 11:01 (3 days ago)
Target complete before	06/01/2025 10:51 (in an hour)

Beacons

None

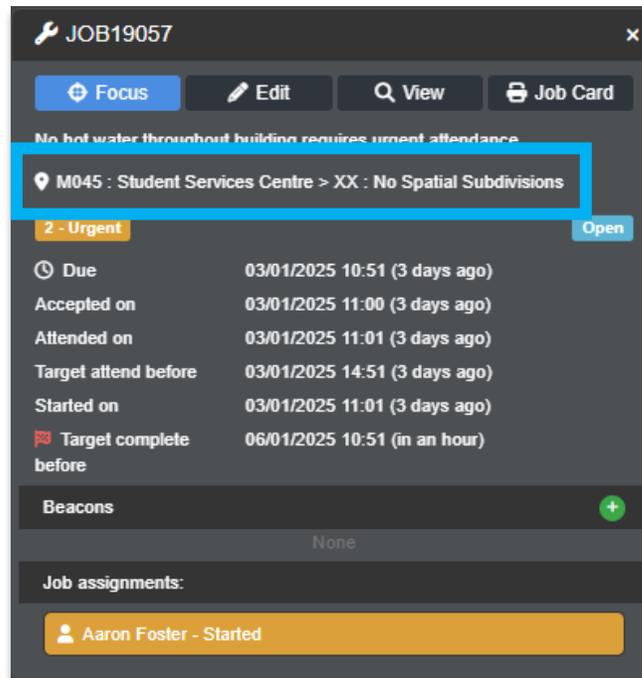
Job assignments:

Aaron Foster - Started

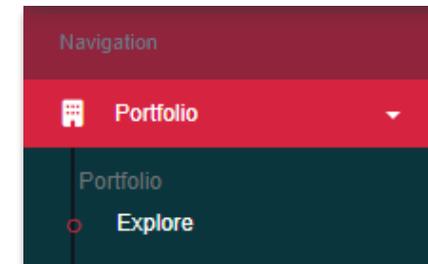
Job List – Summaries and Job Panels

Location

- A – Old Schools
- B – Old Press
- C – Scroope House
- D – Downing Site
- E – Old Addenbrookes
- F – North West Sector
- H – Addenbrookes Site
- K – North City
- L – South City
- M – New Museums Site
- N – Eddington
- Q – Out of Cambridge
- R – Lords Bridge
- S – Sidgwick Site
- T – Madingly Rise Site
- W – West Cambridge Site



Locations can be searched by Navigating to *Portfolio* in the menu:



Job List – Summaries and Job Panels

Dates

JOB19057: Heating, Ventilation, AC > Calorifiers
 M045 : Student Services Centre > XX : No Spatial Subdivisions
 6 Jan 10:51
 Open

JOB19057

Focus Edit View Job Card

No hot water throughout building requires urgent attendance

M045 : Student Services Centre > XX : No Spatial Subdivisions

2 - Urgent Open

Due 03/01/2025 10:51 (3 days ago)
 Accepted on 03/01/2025 11:00 (3 days ago)
 Attended on 03/01/2025 11:01 (3 days ago)
 Target attend before 03/01/2025 14:51 (3 days ago)
 Started on 03/01/2025 11:01 (3 days ago)
 Target complete before 06/01/2025 10:51 (in an hour)

Beacons None

Job assignments:
 Aaron Foster - Started

Note:

Due is usually when the *Job* was created

The Target date relates to the SLA

Priority	contain before	attend before	complete before
1 – Emergency	1 hr		1 day
2 – Urgent		4 hrs	1 day
3 – Routine		7 days	14 days
4 – Routine – Specialist		7 days	21 days
5 – PPM Remedial			30 days
6 – Proactive			30 days
7 – Minor Works			90 days
8 – PPM			per schedule

days = working days

Job List – Summaries and Job Panels

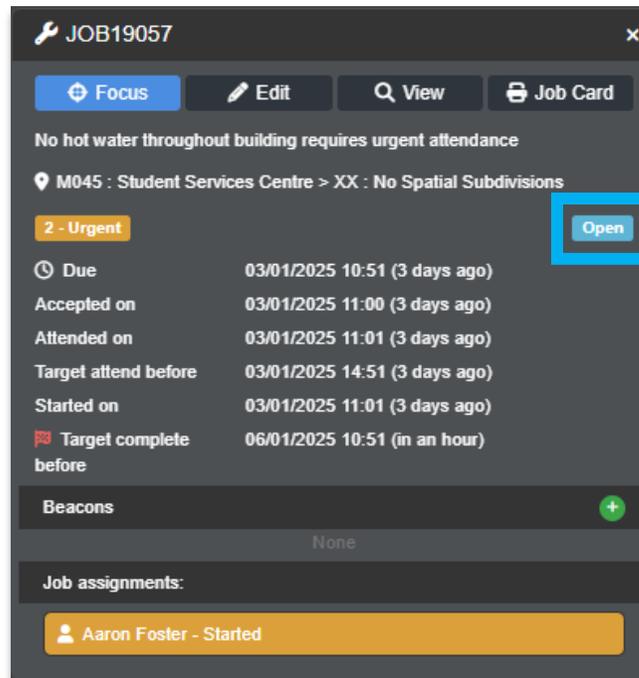
Status

Turns red if *Job* has been rejected or is overdue.

Turns green and changes to 'Completed' when job marked as complete.



A dark grey summary card for job JOB19057. It contains the following text: 'JOB19057: Heating, Ventilation, AC > Calorifiers', 'M045 : Student Services Centre > XX : No Spatial Subdivisions', 'Mechanical', and '6 Jan 10:51'. In the top right corner, there is a small profile icon with the number '1' and a blue 'Open' button.



A detailed job panel for JOB19057. At the top, it has a title bar with a close button and a search icon. Below the title bar are four buttons: 'Focus', 'Edit', 'View', and 'Job Card'. The main content area starts with the text 'No hot water throughout building requires urgent attendance' and the location 'M045 : Student Services Centre > XX : No Spatial Subdivisions'. A yellow badge indicates '2 - Urgent'. Below this is a table of key dates and times:

Due	03/01/2025 10:51 (3 days ago)
Accepted on	03/01/2025 11:00 (3 days ago)
Attended on	03/01/2025 11:01 (3 days ago)
Target attend before	03/01/2025 14:51 (3 days ago)
Started on	03/01/2025 11:01 (3 days ago)
Target complete before	06/01/2025 10:51 (in an hour)

Below the table, there is a 'Beacons' section with a green plus icon and the text 'None'. At the bottom, there is a 'Job assignments:' section with a yellow bar showing 'Aaron Foster - Started'. A blue 'Open' button is located in the top right corner of the panel.

Job List – Summaries and Job Panels

Assignments

JOB19057: Heating, Ventilation, AC > Calorifiers
M045 : Student Services Centre > XX : No Spatial Subdivisions
Mechanical
6 Jan 10:51

1
Open

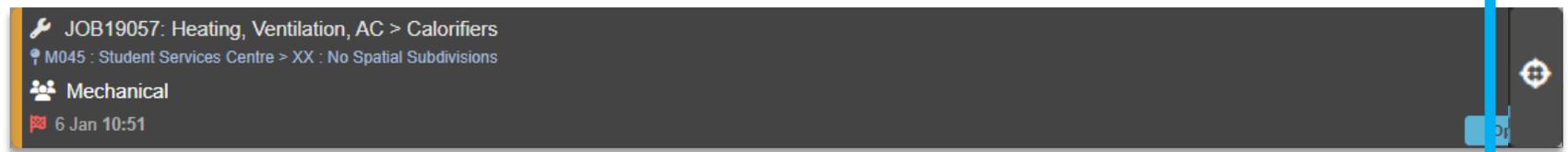
Number of *Operatives* assigned.

Job List – Summaries and Job Panel

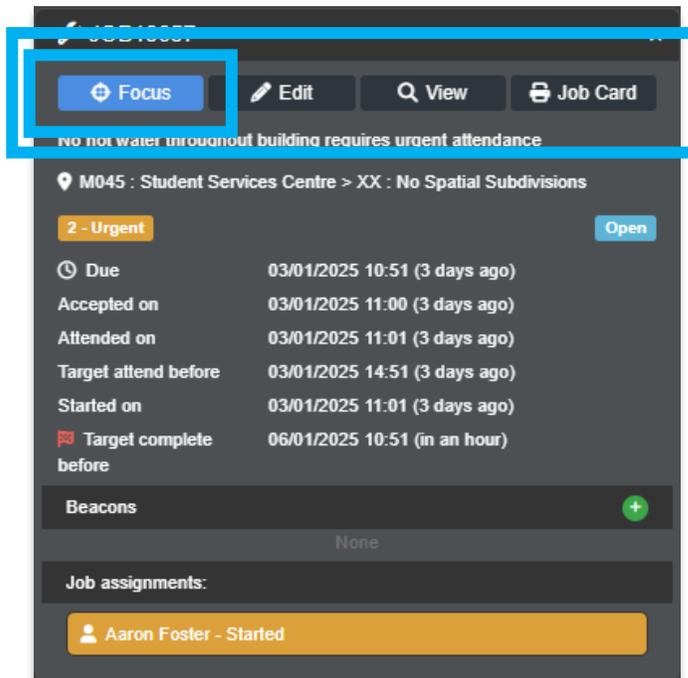
Focus

Opens *Job* in
Team Diary

This will be covered later



JOB19057: Heating, Ventilation, AC > Calorifiers
M045 : Student Services Centre > XX : No Spatial Subdivisions
Mechanical
6 Jan 10:51



JOB19057

Focus Edit View Job Card

No hot water throughout building requires urgent attendance

M045 : Student Services Centre > XX : No Spatial Subdivisions

2 - Urgent Open

Due	03/01/2025 10:51 (3 days ago)
Accepted on	03/01/2025 11:00 (3 days ago)
Attended on	03/01/2025 11:01 (3 days ago)
Target attend before	03/01/2025 14:51 (3 days ago)
Started on	03/01/2025 11:01 (3 days ago)
Target complete before	06/01/2025 10:51 (in an hour)

Beacons +
None

Job assignments:
Aaron Foster - Started

Symbol
appears on
hover

Job List – Job Panel

Edit

Open sections with arrows

Close the job after completion

Job Panel for JOB19057. The 'Edit' button is highlighted with a red box. The panel shows job details including location (M045: Student Services Centre), priority (2 - Urgent), and a list of dates and times for various stages of the job. A 'Job Card' button is also visible.

Job Details for JOB1376. The 'Close' button is highlighted with a red box. The details include Short Description (Electrical - Lighting), Location (T013: Observatory Building > 00: Ground Floor), Team (Mike_Service_Provider), Priority (3 - Routine), and Job Due date (04/09/2024). A list of expandable sections is shown at the bottom, including SLA, Assignments, Quotes, Notes, Attachments, Assets linked to Job, Authorised NTE value (£500.00 GBP), Incurred Costs, Payment Requests & Invoicing, and Instruction Details.

Job List – Job Panel

View

JOB19057

[Focus](#) [Edit](#) [View](#) [Job Card](#)

No hot water throughout building requires urgent attendance

M045 : Student Services Centre > XX : No Spatial Subdivisions

2 - Urgent [Open](#)

Due 03/01/2025 10:51 (3 days ago)

Accepted on 03/01/2025 11:00 (3 days ago)

Attended on 03/01/2025 11:01 (3 days ago)

Target attend before 03/01/2025 14:51 (3 days ago)

Started on 03/01/2025 11:01 (3 days ago)

Target complete before 06/01/2025 10:51 (in an hour)

Beacons [+](#)

None

Job assignments:

[Aaron Foster - Started](#)

My Tasks Electrical - Lighting

3 - Routine
JOB1376: Electrical - Lighting
T013: Observatory Building - 00: Ground Floor

Due 14/03/2024 13:08
Deadline 14/03/2024 12:08

Ticket

Resolve issues reported in the following Service Ticket

Electrical > Electrical Sockets > Electrical Sockets - No Power [MTR735](#)

Classification Electrical
Details
Reported Date 04/09/2024 13:07
Requested By Stephanie Tolhurst
Impact 2 - Urgent
Locations/As... T013: Observatory Building - 00: Ground Floor

Instructions

Notes

No Notes have been added

Attachments

Findings

No Findings have been recorded

Follow up Jobs

Description	Team	Status
-------------	------	--------

Incurred Costs

Name	Authorized NTE value: £500.00 GBP
------	-----------------------------------

Order Value

Cost approvals that must be completed prior to the job being completed.

Authorized NTE value	Authorized NTE value: £500.00 GBP
----------------------	-----------------------------------

[Request an uplift](#)

Timeline

Future phases

PERFORM

In this phase, work is carried out by the people/organisations scheduled to perform the work.

Step 1 (20%) Stephanie Tolhurst edited the job
Due date updated from 04/09/2024 13:08 to 04/09/2024 12:08

Step 2 (20%) Stephanie Tolhurst edited the job
Team changed from Aaron to Mike_Servics_Provider_Test

SCHEDULING

In this phase, the requirements of the work required are compared against the available resources to decide who will conduct the work, and when this should be opened out.

Job List – Job Panel

Job Card

For printing or downloading

JOB19057

Focus Edit View **Job Card**

No hot water throughout building requires urgent attendance

M045 : Student Services Centre > XX : No Spatial Subdivisions

2 - Urgent Open

Due 03/01/2025 10:51 (3 days ago)

Accepted on 03/01/2025 11:00 (3 days ago)

Attended on 03/01/2025 11:01 (3 days ago)

Target attend before 03/01/2025 14:51 (3 days ago)

Started on 03/01/2025 11:01 (3 days ago)

Target complete before 06/01/2025 10:51 (in an hour)

Beacons +
None

Job assignments:

Aaron Foster - Started

Job Card: JOB1376 Download Print

UNIVERSITY OF CAMBRIDGE

JOB1376: Electrical - Lighting Job Card
Generated: 10/09/2024 13:13

Ticket

Electrical > Electrical Sockets > Electrical Sockets - No Power SRTK793

Classification	Electrical
Reported Date	04/09/2024 13:07
Requested By	Stephanie Tolhurst
Impact	2 - Urgent
Locations/Assets	T013 : Observatory Building > 00 : Ground Floor

Time Spent

Name	From	To	Normal/Travel
		-	
		-	
		-	
		-	
		-	

Notes

Job List – Job Panel

Ticket

Shows building contact details.

JOB1606

Focus Edit View Job Card **Ticket**

TEST 2

F130 : Laundry Farm Blocks A-C > 01 : First Floor > F130-01-0001

2 - Urgent **Open**

Due 18/09/2024 10:47 (an hour ago)

Target attend before 18/09/2024 14:47 (in 3 hours)

Target complete before 20/09/2024 10:47 (in 2 days)

Beacons **+**

None

Job assignments:

James Phillips - Created

← Ticket Preview: SRTK965 **View Full Ticket** ✕

ceiling tile missing SRTK965 In progress 2 hours ago

Detailed Description

Reported by

Name: Mike Fish
Email: Mike.Fish@admin.cam.ac.uk

Locations

F - North West Sector

F130 : Laundry Farm Blocks A-C

Timeline

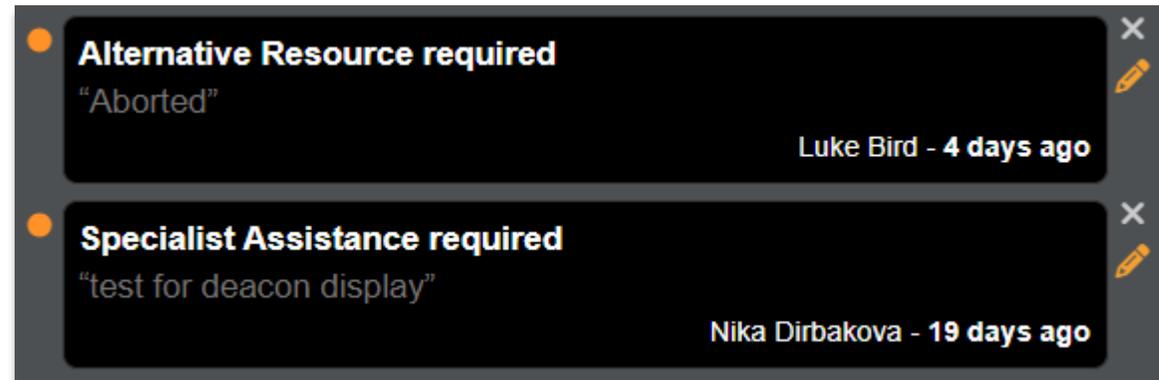
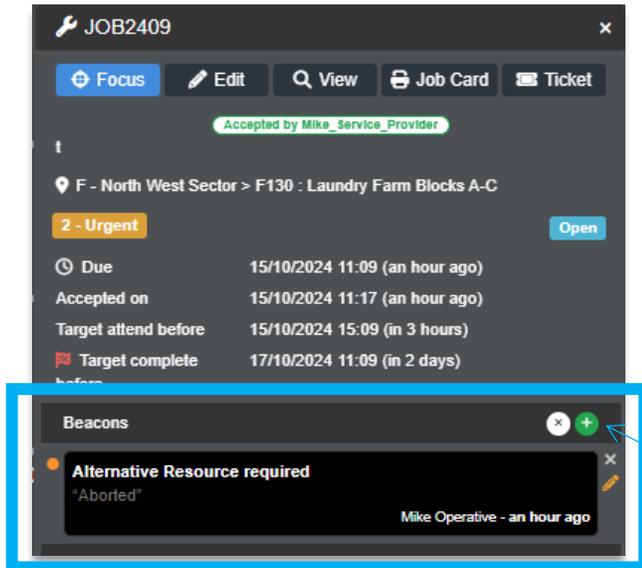
- 29 Oct 2024 09:57 **SLA: COMPLETE BEFORE**
Complete in 14 days
- 22 Oct 2024 09:57 **SLA: CONTAIN BEFORE**
Contain in 7 days
- 15 Oct 2024 11:10 **SLA: Arranged**
Arranged an hour ago
- 15 Oct 2024 11:09 **Job created by Tammy Moore**
JOB2400: ceiling tile missing **Open**
- 15 Oct 2024 11:08 **SLA: Ticket Opened**
Ticket Opened 2 hours ago
- 15 Oct 2024 10:57 **Image uploaded**
by Mike Fish
- 15 Oct 2024 10:57 **TICKET CREATED**
by Mike Fish

Job List – Job Panel

Beacons

Beacons alert a *User* that information has been added requiring their attention.

E.g.:



Add new *Beacon*.

Job List – Job Panel

Job Assignments

The screenshot shows a job panel for JOB2409. At the top, there are buttons for Focus, Edit, View, Job Card, and Ticket. Below these, it says 'Accepted by Mike_Service_Provider'. The location is 'F - North West Sector > F130 : Laundry Farm Blocks A-C'. There are '2 - Urgent' jobs, with an 'Open' button. A table shows due dates and completion times. A 'Beacons' section shows 'Alternative Resource required' with a status of 'Aborted' and 'Mike Operative - an hour ago'. At the bottom, a 'Job assignments:' section is highlighted with a blue box, listing: Adam Newcombe - Completed (green bar), Neil Winwood - Paused (grey bar), and Neil Winwood - Scheduled (grey bar).

Job Assignments gives an at-a-glance view of *Operatives* assigned to the Job.

E.g.:

A horizontal bar with an orange background. It contains a person icon and the text 'Aaron Foster - Scheduled'.

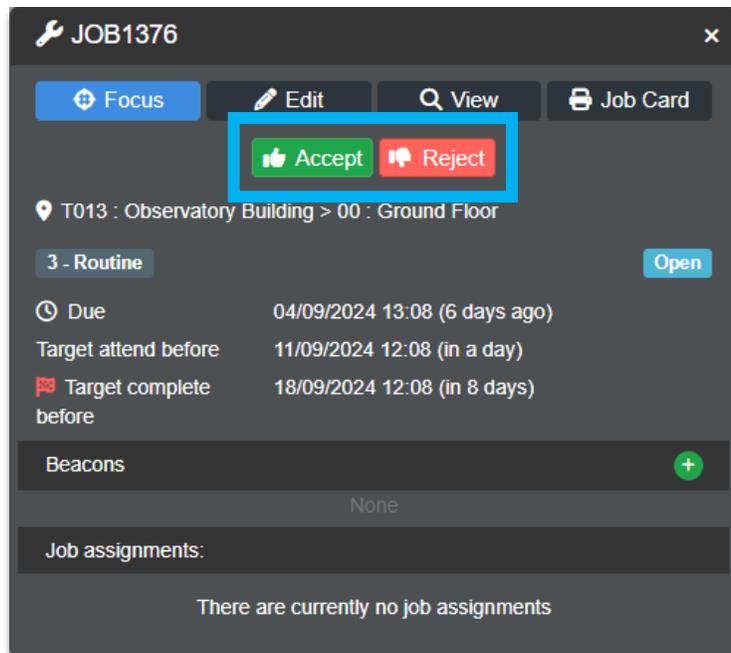
A horizontal bar with a green background. It contains a person icon, the text 'Pro Doors CONTRACTOR - Completed', a left-pointing arrow, and the text 'Alternative Resource Needed: Carpet needs refitting'.

A horizontal bar with a dark red background. It contains a person icon and the text 'Stephanie Tolhurst - Rejected'.

Colours match job priority

Job List – Job Panel

Reject or Accept



JOB1376

Focus Edit View Job Card

Accept **Reject**

T013 : Observatory Building > 00 : Ground Floor

3 - Routine **Open**

Due 04/09/2024 13:08 (6 days ago)
Target attend before 11/09/2024 12:08 (in a day)
Target complete before 18/09/2024 12:08 (in 8 days)

Beacons +

None

Job assignments:

There are currently no job assignments

Reason for Rejection

Decline **Cancel**

Confirm

Are you sure you wish to accept the job "JOB1376 : Electrical - Lighting"?

Accept **Cancel**

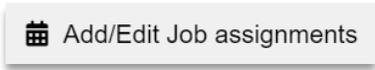
↓

Accepted by **Service_Provider**

Team Diary

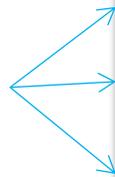
Creating *Job Assignments*

Navigate to *Team Diary* using any of these buttons:

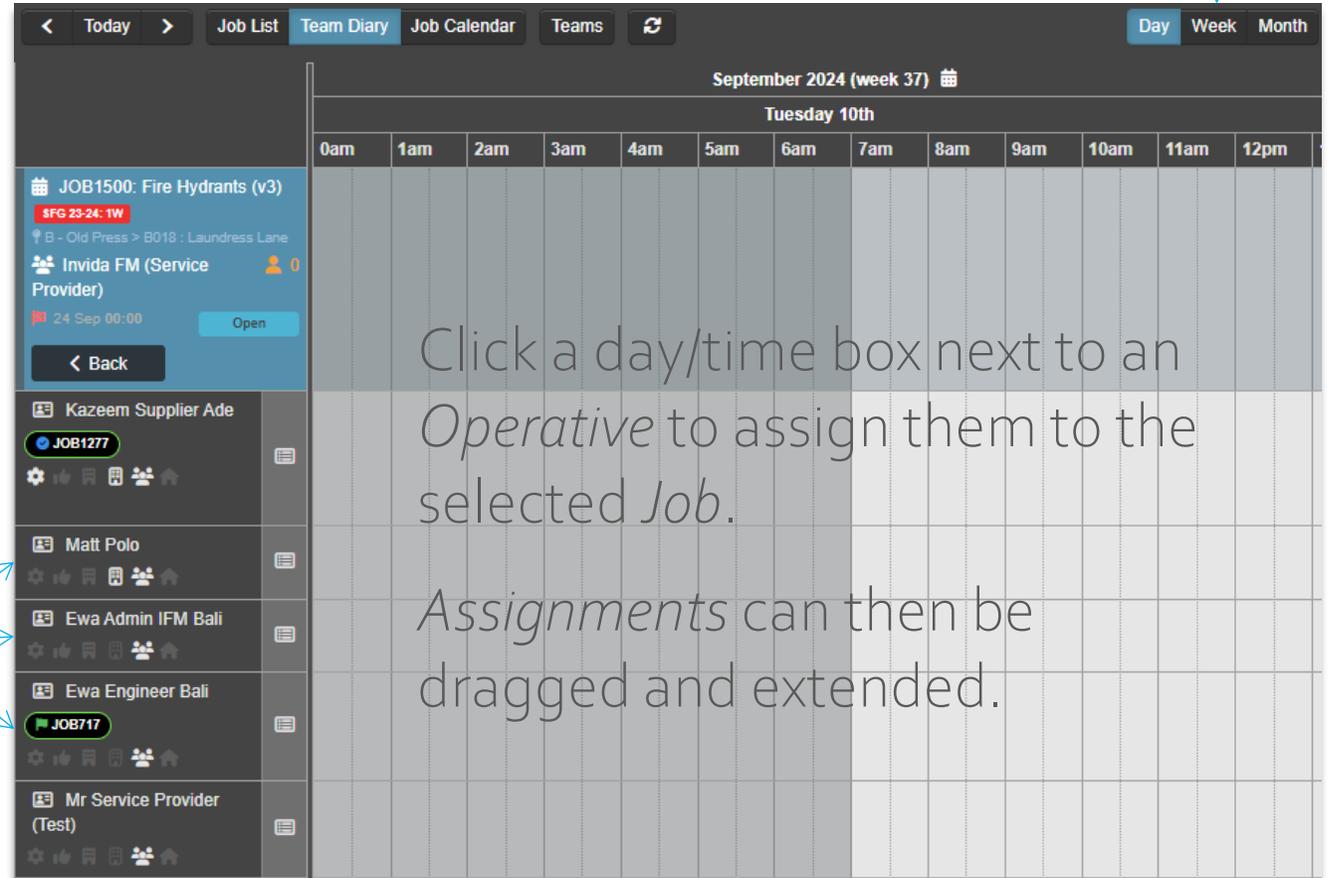


Indicates the *Job* the Operative is currently working on

Operatives



Date range



Click a day/time box next to an *Operative* to assign them to the selected *Job*.

Assignments can then be dragged and extended.